



COUNTY OF LOS ANGELES

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June 27, 2013

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

SUBJECT: **REQUEST TO ISSUE ONE NEW INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDER**

This is to notify you of the intent of the Department of Public Health (DPH) to request the Internal Services Department (ISD) to issue a new Information Technology Support Services Master Agreement (ITSSMA) Work Order.

The new ITSSMA Work Order will be for three PC Support technicians to support the initial deployment and start-up of the Environmental Health Permit and Inspections System (EHPIMS). EHPIMS is a web-based commercial, off-the-shelf software solution that will allow the Department of Public Health Environmental Health Division to transition from a paper-based inspection, permit, and licensing process to an electronically based process. The PC support technicians for this new Work Order will perform the set-up, distribution, and initial support to the EHPIMS hybrid tablet PCs that will be used by DPH Environmental Health inspectors. The Work Order will be for 12 months for a total maximum amount of \$180,000.

In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000. Although the amount for this Work Order is under the \$300,000 threshold, DPH has three existing work orders (04-2448, 04-2393, and 04-2371) that, while not directly related to the EHPIMS project, also provide PC Support services to a number of DPH programs. Therefore, with the execution of this Work Order and the amounts of the other existing PC Support work orders, the total amount of work orders for PC Support services across DPH will be \$513,000. It is important to note, however, that the PC Support services that will be delivered under this Work Order will be unique and specific to the implementation of EHPIMS.

The scope of work for the new Work Order consists of the following:

- Deliver, install, and configure PC equipment and peripherals;
- Image desktop computers;
- Customize desktop environment by modifying installation parameters and updating or modifying configuration;
- Perform basic hardware service, repairs, and troubleshooting;

- Investigate and analyze configuration problems, including security anomalies, and take corrective action;
- Join workstations to the Active Directory;
- Install and configure software, including applications and system management tools;
- Implement configurations settings according to documented procedures and standards to ensure security and consistency with DPH's standards;
- Troubleshoot PC problems such as IP conflicts, driver conflicts, DNS configuration issues, etc;
- Work with the Footprints IT Service Desk system to handle assignments, initiate support requests to other IT groups, document work on service tickets, and document ticket closure and outcomes; and
- Provide customer service.

To fully support the implementation of EHPIMS, the duties for this EHPIMS Work Order will be performed exclusively at DPH Environmental Health locations.

Justification

The technicians retained under this Work Order will provide key PC Support services during the implementation phase of EHPIMS, which will include the establishment of a large-scale, mobile computing infrastructure. During the course of this project, the technicians will play a crucial role in assisting with the deployment of several hundred hybrid tablet PCs to the Environmental Health inspection workforce. These technicians will provide critical and immediate technical support on hardware and software issues, ranging from incident report handling to device repair and replacement. These services are essential in meeting the EHPIMS project timeline.

Sufficient funds for this Work Order are available in DPH's Fiscal Year 2012-13 budget.

Notification Timeline

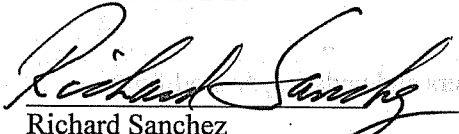
Consistent with ITSSMA policies and procedures, I am informing your Board of my intention to request the award of a new Work Order. If no objection is received from your Board in ten business days upon receipt of this Board notification, I will request ISD to proceed with the issuance of this new Work Order.

If you have any questions or would like additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer

7-2-13
Date